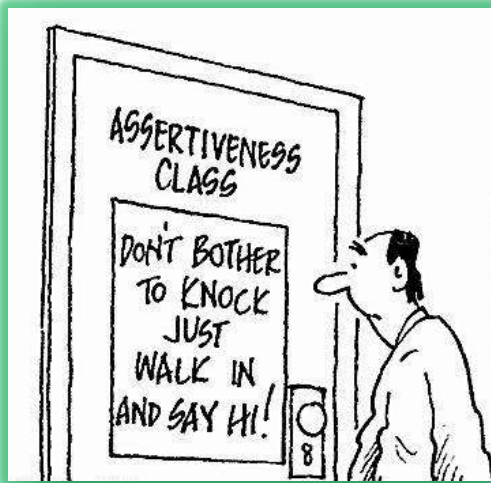


Working Assertively

Assertive speaking is about delivering your message in a positive, direct, and confident manner while maintaining respect for the person or persons to whom you are expressing that message. Nonverbal tools can greatly impact how your message is expressed and received by others. Your words alone aren't the only component of speaking. In fact what you say is important, but how you say it often carries more weight.



The Training & Development staff would like to invite you to influence others, set your boundaries, and respect your own rights while still maintaining a positive professional relationship with other people. Throughout our calendar we have provided you with a few tips and would also invite you to attend some of our workshops to help you work more assertively in the workplace.



Please be sure to register for our workshops at: <http://www.franklincountyohio.gov/commissioners/hr/training> or send an e-mail with your name, agency, job title, workshop date and title to training@franklincountyohio.gov.

373 S. High Street, 25th Floor
Columbus, Ohio 43215
614-525-6224

training@franklincountyohio.gov

Theresa Ferguson, Training Officer
614-525-6117

tmferguson@franklincountyohio.gov

Elizabeth Manns, Training Officer
614-525-3292

edmanns@franklincountyohio.gov

Amanda Miller, Administrative Secretary
614-525-6185

almiller@franklincountyohio.gov

Tips for Working Assertively

- Understand that assertiveness is not about getting what you want – that is aggressiveness.
- Analyze the key relationships at work – which relationships do you need to work on to improve?
- Get feedback from people on how you behave in interpersonal situations. Ask them, "What did you think of my body language during the team meeting?"
- Do not "wing" situations and hope for the best! Prepare and plan for any difficult people and situations.
- Change your behavior in a "difficult" relationship – start to say "hello" to someone you previously ignored; this simple act will help the relationship become less strained.
- Get into the habit of reviewing each "tricky" interpersonal situation you are in: What did you do well and how can you continue this?
- Behaving assertively means working towards a compromise that will suit both parties.
- Think assertively – if you are going into a situation thinking negative thoughts, you will get negative results.
- Write an action plan today to start managing situations more assertively.

Get To Know Our Trainers

Collectively having over 46 years of county service and experience, Theresa Ferguson and Elizabeth Manns continue to thrive as training officers. They deliver each training session with passion and excitement and remain dedicated to delivering results. We invite you to get acquainted with them through their responses to a few “Get to Know You” questions below.

Q: Why did you choose to become a trainer?

Theresa: Being a trainer was my second choice, I really wanted to be an actress!!! Seriously, the reason why I choose to become a trainer is one day I saw an incredible trainer when I first started my career at Job and Family Services and I said to myself “that is what I want to do.

Elizabeth: The Board of Commissioners’ HR Department opened the door and gave me an opportunity. One result of becoming a trainer was truly discovering my voice and authentic creative ability. Being a trainer allows me to be in a place of influence to use my creative talents, helping employees to be even more amazing at what they do.

Q: What is the best part of being a trainer?

Theresa: The best part of being a trainer is my participants. They make my job fun and interesting. In addition to them gaining knowledge from my various trainings, I also gain knowledge and insight from their experiences.

Elizabeth: Hands-down it’s the camaraderie. Franklin County has some of the most amazing employees in the city. Working with a diverse team of professionals who have a big impact on making Franklin County one of the best places to work in central Ohio is by far, the best part of being a trainer.



Q: What is your favorite workshop to train and why?

Theresa: I love our diversity classes because I am afforded the opportunity to teach about core values, hear participant’s stories and anecdotes which expand my knowledge about human relations and interactions.

Elizabeth: Reinvent Yourself: Building an Approachability Action Plan is trending as the standout class. For the ‘people person’ this is a secret ingredient to being easy to meet and interact with. Leading this workshop is a passion of mine. The participants begin to understand that approachability is a soft skill everyone should have and they must be able to sell themselves during daily interactions with others.

Q: What is the biggest challenge in creating a new workshop?

Theresa: The biggest challenge for me is ensuring that my audience is satisfied with the material I present, and are engaged throughout my presentation. I always want to ensure that participants leave my training with the knowledge of the subject matter. In addition, I am hopeful that I engaged them in new and unique ways of looking at things so they can apply the information given to their professional as well as their personal lives

Elizabeth: Researching new information can become overwhelming. One of the tools used while creating workshops is found in *The Seven Habits of Highly Effective People and Time Management*, by Dr. Stephen Covey. His time management matrix is a method that helps me to maximize productivity through a four-quadrant system. Keeping it simple and concentrating on delivering clear and well thought-out training modules is the key to building a successful new workshop.



Theresa Ferguson = TF

Elizabeth Manns = LM

HR Training Room, 373 S High St, 25th Floor = HR

Meeting Room B, 373 S High St, 25th Floor = MRB

Monday	Tuesday	Wednesday	Thursday	Friday
3 	4 TF – The People Puzzle E253.022 8:30 – 11:30 HR	5 LM – Sexual Harassment Awareness E220.129 9:00 -12:00 HR	6 TF – Great Expectations! S285.017 8:30 – 11:30 MRB LM – Communicating Non- Defensively E256.002 9:00 -12:00 HR	7
10 	11 TF – Assert Yourself: Building Assertive Communication Skills E258.008 8:30 – 11:30 HR LM – Ethics Refresher E241.020 9:00 – 10:00 MRB	12 TF – Ethics E240.133 8:30 – 11:30 HR	13 LM – Customer Service Connection E285.133 9:00 -12:00 HR	14
17 	18 TF – The Successful Person’s Guide to Time Management E302.002 8:30 – 11:30 MRB LM – Stop the Drama and Do the Work S500.011 9:00 -12:00 HR	19 TF – Violence in the Workplace E230.112 8:30 – 11:30 MRB LM – Are Your Non-Verbal’s Showing the Way you think? E251.205 9:00 -12:00 HR	20 TF – Peer Today, Boss Tomorrow S150.019 8:30 – 11:30 MRB LM – Multicultural Awareness E210.128 9:00 -12:00 HR	21
24 	25 TF – See, Look, Focus E460.016 8:30 – 11:30 MRB LM – Dealing with Difficult People without Becoming One Yourself E303.001 9:00 -12:00 HR	26 TF – Get Ready, Get Set, Get Organized E293.018 8:30 – 11:30 HR	27 TF – Executive Manners S492.002 8:30 – 11:30 HR	28

NEW

Assertive Communication is...

- **not a guarantee** that assertive people always get what they want. Others have the same rights you have to be assertive.
- **not another “should”**. It should never become a “have to” but a “be able to” be assertive.
- **not negative**. Too many confuse assertiveness with aggressiveness. It is important to be able to confront others, to disagree, to say “no”, and to ask for what you want, but if that is all we do, we will distance others we work and interact with. This balance is crucial for effective communication in the business world.
- **taking charge of oneself**. It has an expressive emphasis—being able to express what one wants, feels, and thinks without abusing others.
- **a middle ground** style that allows a clear communication without being a steamroller or a doormat.



The primary goal of assertive communication is solving problems. This also leads to stronger working relationships and more productive teams. Often, if all members of a team practice assertive communication, the balance of power within the team feels more equal.



If you are being assertive, you care about other people's feelings, but don't feel totally responsible for them. You believe that you should take care of your own needs, and you trust others with theirs. You don't want to be feared, but you're not desperate to be liked, either. You are prepared to let others decide what they think of you.

By acting assertively, you guide others to your desired outcome by enabling them to see the connection between their action and your response. Acting assertively will help you to build more stable and effective relationships, both inside and outside of the workplace – although you won't necessarily be liked all of the time. Assertive communication is not always received well, so it takes courage to stand up for you. Initially, people may react negatively while they are getting used to the "new you."



Theresa Ferguson = TF

Elizabeth Manns = LM

HR Training Room, 373 S High St, 25th Floor = HR

Meeting Room B, 373 S High St, 25th Floor = MRB

Monday	Tuesday	Wednesday	Thursday	Friday
	1 LM – Reinvent Yourself: Building an Approachability Action Plan E472.002 9:00 – 12:00 HR	2 TF – Violence in the Workplace II E235.036 8:30 – 11:30 MRB LM – Ethics E240.134 9:00 – 12:00 HR	3 TF – Valuing Generations in the Workplace E215.021 8:30 – 11:30 MRB LM – How to Win *NEW* People’s Cooperation E304.001 9:00 – 12:00 HR	4
7	8 TF – Breaking the Cycle of Procrastination E420.022 8:30 – 11:30 HR	9 TF – Customer Service Connection E285.134 8:30 – 11:30 HR	10 TF – Understanding Your Communication Style E252.110 8:30 – 11:30 HR	11
14	15 TF – Effective Presentations S221.023 8:30 – 11:30 HR	16 LM – Violence in the Workplace E230.113 9:00 – 12:00 HR	17 TF – Multicultural Awareness E210.129 8:30 – 11:30 MRB LM – The Seven Habits of Highly Effective People Fundamentals S302.504 9:00 – 12:00 HR	18
21	22 LM – Co-Manage Performance Using an Individual Development Plan- IDP S550.105 9:00 – 12:00 HR	23 TF – Sexual Harassment Awareness E220.130 8:30 – 11:30 HR	24 TF – Keys to Your Next Promotion E455.034 8:30 – 11:30 MRB LM – The Attitude Day Spa E260.606 9:00 – 12:00 HR	25 *NEW* LM – HR Basics: Tips & Traps for Supervisors S103.001 9:00 – 11:00 HR
28	29 TF – Anger Management E225.037 8:30 – 11:30 MRB LM – Microsoft Word 2010: Beginner E163.201 9:00 – 12:00 HR	30 TF – Respect in the Workplace E218.017 8:30 – 11:30 MRB LM – Microsoft Word 2010: Intermediate E163.601 9:00 – 12:00 HR	31	

Workshop Descriptions

Anger Management

Learn to control and respond to anger effectively for positive results.

Are Your Non-Verbal's Showing the Way You Think?

Positively present yourself nonverbally to others when interacting, and learn how to interpret others' nonverbal behavior.

Assert Yourself: Building Assertive Communication Skills

Explore the spectrum of passive, assertive and aggressive behaviors while incorporating proven assertive communication techniques in your workday.

Breaking the Cycle of Procrastination

Participants will learn how to prioritize assignments, special projects and daily work tasks along with identifying areas of procrastination and learn how to change them.

Co-Manage Performance Using an Individual Development Plan – IDP

Setting goals is central to achieving success, whether at work or in our personal lives. This workshop introduces an IDP template for co-managing performance to effectively apply goal setting principles at work and beyond. This professional growth course is open to all county employees.

Communicating Non-Defensively

Employees will learn five essential skills that promote a productive work environment and gain a clear understanding of why all people are naturally defensive.

Customer Service Connection

Public Service Officials are charged with delivering quality services and treating customers with professionalism and respect. This informative workshop will demonstrate how to achieve extraordinary customer relations.

Dealing with Difficult People without Becoming One Yourself *NEW*

Ever get upset, defensive or angry when people are negative, unpleasant or difficult? Stay happy despite the bad moods or bad behavior of people around you; learn how to not take things personally. By learning how to stay calm, you'll become less stressed.

Effective Presentations

Participants will receive tips on how to present with confidence and clarity using visual aids and effective body language.

Ethics

Learn about the Ohio Ethics Law and Commission as well as related statutes and issues.

Ethics Refresher

Ethics is a necessary part of the decision-making process for every Franklin County manager, supervisor, and employee. In this one-hour ethics refresher course, employees examine three important aspects of ethical decision making: appearance, documentation, and opportunity.

Executive Manners

The combination of business etiquette and the knowledge of protocol are vital to your success in the professional arena. This class will equip you with tools you need to make an impact in the workplace.

Get Ready, Get Set, Get Organized

Learn and practice effective techniques to create order out of disorder.

Great Expectations!

In this workshop you will learn how to service your customers timely, accurately and in a professional manner.

How to Win People's Cooperation *NEW*

Learn how to make people glad to do what you want them to do and get the job done. Dale Carnegie's human relations principles were made famous in *How to Win Friends and Influence People* will be practiced.

HR Basics: Tips & Traps for Supervisors *NEW*

Review the key employment laws that impact the employment decisions you make. Identify the most commonly misunderstood employment traps and learn how to avoid them. Learn how to deal with issues head-on and with confidence, garnering the respect of your work group.

Keys to Your Next Promotion

This workshop will provide participants with the tools necessary to make themselves an invaluable asset to their organization.

Microsoft Word 2010: Beginners

In this workshop, participants will learn basic concepts required to produce basic business documents. They will create, edit and enhance standard business documents using Microsoft Word 2010.

Microsoft Word 2010: Intermediate

Build on the skills learned in the beginner's workshop. Learn intermediate skills such as; TAB settings, headers & footers, use Find & Replace, insert a table and more. Participants will practice skills to create professional business documents.

Multicultural Awareness *CEU Approved*

Study cultural differences and biases, and learn how to promote better communication.

Recipe for Respect

The recipe for respect has been passed down for generations. And like any other recipe there is a combination of key ingredients that must be used. You can earn the respect of others by demonstrating this recipe in the workplace.

Reinvent Yourself: Building an Approachability Action Plan

Is it time to re-examine your approachability factor? Do you desire to improve engagement opportunities with co-workers, customers, and management? This class offers participants' practical steps to develop approachability as a personal skill... you will discover that approachability is more than a smile.

Peer Today, Boss Tomorrow

Explore fundamental skills and success strategies as you prepare to journey through the changing roles, responsibilities and relationships of supervision.

Respect in the Workplace

One of the most powerful processes to reduce workplace incivility is building, earning and demonstrating respect. This informative workshop will provide you with all the main ingredients in the recipe for R-E-S-P-E-C-T in the workplace.

See, Look, Focus

This workshop will help you plan for short and long-term professional growth, as well as set career goals.

Sexual Harassment Awareness

This workshop discusses the legal definition of sexual harassment, reviews the Board of Commissioners Anti-Harassment policy, and addresses the employee's rights and responsibilities in working in a discrimination-free environment.

Stop the Drama and Do the Work

Is there a lot of drama in your workplace? Do disagreements, secret alliances, or complaints about others get in the way of information transfer, collaboration, and productive output? Explore "The Drama Triangle," and how to use it to stop the drama in your workplace, and get back to work.

The Attitude Day Spa

Phone calls, meetings, projects, files, too much to do. Stop! Check in for a day of pampering at "The Attitude Day Spa," we will discuss all the great possibilities awaiting you for better stress management, self-esteem, and staying positive at work. This is a fun workshop presented in a humorous and relaxed style.

The People Puzzle

Have you ever wondered why you seem to get along well with some coworkers and not with others? Do you wonder why some people say one thing and do the complete opposite? This informative workshop will help you improve and develop your working relationships with coworkers through understanding personality and communication styles.

The Seven Habits of Highly Effective People Fundamentals

Take the lead in making positive changes! The 7 Habits of Highly Effective People Fundamentals Workshop makes an ideal "refresher" or renewal course for those who are familiar with the 7 Habits by not only reviewing the principles, but by focusing on specific applications of the 7 habits in the workplace.

The Successful Person's Guide to Time Management

The importance of time management has only increased over the years. Most employees are not only expected to do their best at a given thing, but also be able to do it in a given period. It is even better if you are able to accomplish beyond your target in the same period. What time management style do you have?

Understanding Your Communication Style

The major goal of this workshop is to help you understand the impact your communication style has on the impression others form of you.

Valuing Generations in the Workplace

Understand the key differences and similarities in generational personalities and perspectives. Learn key strategies to better communicate with different generations.

Violence in the Workplace

This workshop will focus on identifying workplace violence prevention and intervention strategies. Attendees will learn to identify concerning behaviors, develop communication skills to diffuse difficult situations, review resources developed to support workplace violence prevention, and learn how to report concerns.

Violence in the Workplace II

This workshop takes a closer look at security issues, domestic violence and safety on the job.

*****DO YOU HAVE A NEW CLASS IDEA? IF SO, WE WANT TO HEAR ABOUT IT!
PLEASE SEND YOUR IDEAS TO TRAINING@FRANKLINCOUNTYOHIO.GOV.*****

Frequently Asked Questions



Q: Where and what times are the workshops held?

A: The workshops are held at, 373 S. High Street, 25th FL, in the HR Training Room or Meeting Room B. Each workshop will be held from 8:30-11:30 AM or 9:00 AM – 12:00 PM.

Q: How do I register for the workshops?

A: We currently have two ways to register, our online registration form (please fill out completely) or through our training@franklincountyohio.gov email. If you choose to send an e-mail please include: your name, agency, job title, phone/email, and your supervisors phone/email. All information is necessary to complete your registration.

Q: How many workshops can I register for per calendar?

A: We request that you have your supervisor's approval to attend our workshops. If a request is sent in for more than three workshops at a time and we do not have your supervisor's approval, we will need to contact them before your registration can be completed.

Q: What should I do if I am only able to attend part of the class?

A: Individuals are encouraged to re-schedule if they are unable to attend the class in its entirety.

Q: Will I receive a certificate after each course?

A: Certificates of completion will either be provided at the end of the training or be sent via inter-office mail within four business days after the class to attendees.

Q: Who should I contact if I am unable to attend a training that I am scheduled for?

A: Please be sure to contact Amanda Miller at: almiller@franklincountyohio.gov or 614-525-6185 if you are unable to attend. Please also notify your supervisor that you will not be attending.

Q: Will I have to pay for the training and parking?

A: Training is free for all Franklin County Employees. Unfortunately Human Resources will not validate or pay for parking fees.

Q: Are the trainers available for onsite agency trainings?

A: Yes. Given enough time for preparation the trainers are available to come to your agency. They will make sure to tailor the information requested for your specific needs.